MicroVAX Services

Order No. EK-026AA-SV-001

digital equipment corporation
maynard, massachusetts

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The READER'S COMMENTS form on the last page of this document requests the user's critical evaluation to assist in preparing future documentation.

ML-S665

FCC NOTICE: The equipment described in this manual generates, uses, and may emit radio frequency energy. The equipment has been type tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such radio frequency interference when operated in a commercial environment. Operation of this equipment in a residential area may cause interference, in which case the user at his own expense may be required to take measures to correct the interference.

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Preface

This manual describes the hardware, software, and educational services provided by DIGITAL for MicroVAX systems.

1 Optimum Service

Integrated services provide a total solution to your hardware, software, and training needs. Optimum Service provides consistent, comprehensive, integrated services for the life of your system.

Start-up and long-term plans are available under DIGITAL's Optimum Service. The first-year Optimum Service automatically supplements the existing warranty services so that your system is covered for the first year.

The following sections describe each portion of the Optimum Service package.

1.1 Hardware Services

Optimum Service includes hardware installation and DECservice, DIGITAL's most comprehensive onsite service product. DECservice provides the following:

- A 4-hour service response time (for a system located within 100 miles of a DIGITAL service location)
- Continuous repair until a problem is solved
- A program of preventive maintenance
- Installation of the latest engineering changes
- Automatic escalation for complex coverage needed to support an application — up to 24 hours a day, 7 days a week

1.2 Software Services

Optimum Service includes the following:

- Startup service packages
- Media and documentation for licensed software purchased with the system
- Concurrent installation of the operating system and dependent products
- DECstart services that provide startup consulting service for system orientation, documentation review, system management, direct assistance, and hands-on experience with system operation and setup
- DECsupport or Basic service for software covering the operating system on dependent products for one year

Startup packages for software provide customers with the support necessary to successfully install, operate, and maintain software during the first year. DIGITAL offers three comprehensive Startup Packages. These packages are priced at the system level; that is, they cover all DIGITAL licensed software operating on a particular system at no additional charge.

Startup Package III

Package III is ideal for providing technical assistance and training to get system users off to quick and productive starts. It contains a comprehensive full year of service support for operating systems and their dependent software.

Package III includes the following:

- Software Product Services DECsupport service agreement
- Initial media and documentation for operating system and dependent software
- Training
- DECstart Plus
- Installation of operating system and designated dependent software

Startup Package II

Package II is appropriate for a technical staff that has the resources to support the new system, after DIGITAL has installed the product and trained the staff.

Package II includes the following:

- Software Product Services Basic service agreement
- Initial media and documentation for operating system and dependent software
- Training
- DECstart
- Installation of operating system and designated dependent products

Startup Package I

Package I is appropriate for a technical staff requiring minimal training and having the resources and skill to install and support the new system. DIGITAL provides telephone advisory support and media updates to maintain the software at its most current level.

Package I includes the following:

- Software Product Services Basic service agreement
- Initial media and documentation for operating system and dependent software
- Training on selected systems

1.3 Educational Services/Training

The training component of Optimum Service consists of a DECplan account with a specific amount of funds to purchase training appropriate to your needs. A DECplan account representative provides assistance in determining the most beneficial ways to allocate DECplan funds.

The training component in certain packages contains a specific educational product; for example, a computer-based instruction course or a DIGITAL Press book.

You may open a DECplan account any time you purchase training in advance from Educational Services. You always have the option of purchasing additional training at discount rates.

Refer to Section 4 for further information on available training.

2 Software Services

Software Services offers a wide range of comprehensive services to support you during any aspect of your system analysis, software development, or implementation efforts. These services start with the personal attention of a DIGITAL software consultant and continue for as long as you own the system.

2.1 Professional Services

DIGITAL's Professional Services organization offers a full range of consulting services to help you analyze, develop, implement, and productively use your DIGITAL computer system. These services provide benefits at all stages of a system's lifecycle: from planning and design, to the development and delivery of solutions, through a successful system startup and user implementation. In addition, Professional Services offers productivity services such as performance monitoring and capacity planning, and migration and conversion services.

Professional Services consultants possess extensive practical experience in areas such as manufacturing, office automation, information systems, artificial intelligence, and networks. The following sections describe the offerings of DIGITAL's Professional Services.

2.1.1 Planning and Design Services

Planning and Design Services assist you in evaluating your needs by determining the best approach to estimating the structure, systems, environment, and cost factors to provide the optimal solution. Areas of concentration include: long range growth planning, networks, office systems, and specific applications.

Network Planning and Design Services help you construct a new network or reconstruct an existing one to meet information flow requirements based on business needs, organization structure, and operational procedures.

Office Analysis and Design Services provide critical management analysis and planning tasks that precede the implementation of an office automation system. A DIGITAL consultant studies how each department in the organization works, and determines the technology and applications that will most effectively achieve specific business objectives.

Artificial Intelligence Planning and Design Services provide critical data to help select AI applications with the highest potential payoff and the lowest potential risks to meet business objectives.

2.1.2 Custom Applications Consulting and Projects

By working with you to understand and analyze your unique computing needs and applications, Professional Services provides solutions designed for specific applications. A large scale project could result in an entire turnkey solution; a smaller scale project could mean the building of a new application or the expansion of an existing one.

2.1.3 DECstart Consulting Services

DECstart Consulting Services are structured fixed-price consulting services automated system management tools that prepare you to effectively use and manage your systems. They are available for all major DIGITAL operating systems and networks.

2.1.4 Office Application Support Services

Office Application Support Services provide customized support and individualized onsite consulting for office staff. This includes orientation in the use of office products, support for the transition to an automated office, office procedures consulting, and training on customized applications installed on your systems.

2.1.5 Performance and Capacity Planning

Performance and Capacity Planning helps you monitor your systems, evaluate performance, resolve problems, and make recommendations on how to optimize system utilization. Specific areas of focus are system performance monitoring and capacity planning, and network management control and DECnet monitoring.

2.1.6 Migration and Conversion Services

RPG Migration Assistance Services assist in the organization, planning and implementation of the conversion of RPG source programs, data files, and command procedures from IBM System/3, System/34, or System/36 environments to the DIGITAL VAX environment.

Conversion services enable you to move from one operating system to another or from other vendors' software to DIGITAL's.

2.2 Networking Services

Software Product Service agreements apply to DIGITAL's software networking products. For large installations, Personal Computer services can be tailored to a Master Service Agreement for multiple systems.

3 Field Service

DIGITAL's Field Service organization supports customers with more than 20,000 service professionals in over 550 locations worldwide. Supporting every Field Service office are the resources to provide backup materials and technical support whenever needed. These include vast parts inventories, a computerized logistics network, and a team of support specialists at district, area, and headquarters levels.

3.1 Field Service Agreements for MicroVAX Customers

Field Service offers a wide variety of services through various contract and noncontract arrangements. For MicroVAX customers, Field Service offers DECservice and Basic Service Agreements.

3.1.1 DECservice Agreement

Onsite service agreements are available with coverage for 8 to 24 hours a day, and up to 7 days a week. DIGITAL's most comprehensive onsite service includes a written commitment to respond to your call for service within a specified time, within 4 hours if your site is within 100 miles of a DIGITAL Field Service Branch. Once a service representative is onsite, repairs are made quickly and remedial work continues until your system is operational again. Automatic "problem escalation" is also a part of the DECservice Agreement, drawing upon additional backup support as required to achieve timely repairs.

Scheduled preventive maintenance, parts, labor, and materials are provided under the DECservice Agreement. Under this agreement, DIGITAL installs the latest engineering modifications to keep equipment up to date. In addition, a field service representative is assigned responsibility for your system's maintenance and remedial service, and a comprehensive site management guide is provided at your site.

3.1.2 Basic Service Agreement

If you do not require a fixed response time and continuous remedial efforts, Field Service also offers a Basic Service Agreement. Basic Service typically provides next day response and continuous repair effort during coverage hours (8:00 A.M. through 5:00 P.M., Monday through Friday). Basic Service also provides problem escalation, preventive maintenance, labor, materials, installation of engineering modifications, assigned service representatives, and a comprehensive site management guide.

3.2 Software Product Services

DIGITAL's Software Product Services (SPS) organization provides advisory, preventive, and remedial service to help you before, during, and after software installation. These services provide special startup packages for the first year of a new system and include ongoing support that offers the opportunity to keep software up to date and running smoothly, while making the most productive use of your technical staff.

SPS offers several levels of support on a per-product basis. For customers purchasing new systems, Startup Packages are available through Optimum Service. For customers purchasing additional systems, contracts and add-on services are offered. SPS also has special services for multiple systems, products sold through OEMs and distributors, and small business applications.

3.3 Service Agreements

Field Service offers three types of service agreements: DECsupport, Basic, and Self-Maintenance.

3.3.1 DECsupport Service for Software

DECsupport service offers the most complete software service. DECsupport includes routine software maintenance, installation of updates, and onsite assistance when required.

3.3.2 Basic Service for Software

Basic service offers highly responsive answers to questions or problems your technical staff may have when maintaining your systems.

3.3.3 Self-Maintenance Service for Software

Self-Maintenance service offers software and documentation updates, as well as technical bulletins.

Table 1 lists the services provided by the three options.

Table 1: Software Service Options

DECsupport	Basic	Self-Maintenance
Installation of Updates		
Preventive Maintenance		
Remedial Support		
Telephone Support	Telephone Support	
DIGITAL's Software Information Network	DIGITAL's Software Information Network	
Software Media and Documentation Updates	Software Media and Documentation Updates	Software Media and Documentation Updates
Technical Newsletter	Technical Newsletter	Technical Newsletter
Software Performance Reports	Software Performance Reports	Software Performance Reports

3.4 Service Agreement Components

3.4.1 Installation of Updates

This service includes DIGITAL installation of new software release and interim updates for all operating systems and dependent products under contract. Products may be installed remotely by a Customer Support Center specialist assigned to your account or installed onsite by a local specialist. Remote delivery includes fast installation pretested to your unique system configuration and scheduled at a time that is convenient. Remote delivery is available on applicable products and scheduling is subject to the approval of the Customer Support Center (CSC). Remote delivery includes outbound calls from the CSC specialist assigned to you. Onsite installations are arranged at your request.

3.4.2 Remedial Support

Remedial support includes remote diagnostics, fault isolation, and correction of problems by installing solutions or workarounds. Onsite remedial support is available during contracted hours of coverage for problems that cannot be resolved by telephone, and that, by mutual agreement, are critical.

3.4.3 Telephone Support

Advisory assistance is provided by DIGITAL's Customer Support Centers 24 hours a day, 7 days a week for most DIGITAL operating systems.

3.4.4 DIGITAL's Software Information Network

You may access this easy-to-use service database for software information. Flash messages alert you to any serious software problems and their solutions.

3.4.5 Software Media and Documentation Updates

You automatically receive new software releases and interim updates with corresponding documentation for any operating system and dependent product under contract.

3.4.6 Technical Newsletters

Technical newsletters and dispatches contain information about new software developments and enhancements, programming notes, and documentation updates.

3.4.7 Software Performance Reports (SPRs)

A software performance report is a formal software problem report. Response may include any of the following: indication of status, specific workaround, specific solution, publication entry of information in the DIGITAL Software Information Network.

3.5 A La Carte Options for Single and Multiple Systems

The availability of these supplementary options may vary by country. Contact the nearest DIGITAL sales or service office for information on availability.

3.5.1 Installation Service

The purchase of installation as a separate service is appropriate when there is no need to purchase a Startup Package or there is a need to have add-on dependent products installed. Installation Service ensures that customers have received all of the proper distribution materials and ensures that the system generation process for the operating system and/or dependent software products is completed.

3.5.2 DECstart Service

For maximum productivity and cost-effectiveness, DECstart should be part of a Startup Package. However, it is available as a standalone service.

3.5.3 Software Product Updates

A software product update (H kit) provides the most current release of a software product, including documentation, for those who do not have SPS service, and standalone update service. Applicable software products are A–to–Z and M–DAS.

4 Educational Services

DIGITAL's Educational Services organization offers a wide range of high quality instructional programs and courses, enabling you to make the most effective use of training funds before, during, and after your systems are installed. Comprehensive educational curricula are available in a selection of course formats: seminars, instructor-led training, audiovisual courses, onsite training, self-paced instruction (SPI), and computer-based instruction (CBI). You may select the format, program, or delivery mechanism that best matches your training needs.

For information on seminars and instructor-led courses, call the Educational Services registrar in Bedford, MA at (617) 276-4949. To order CBI or SPI courses, call 1-800-343-8321 (outside Massachusetts) or 1-800-462-8066 (within Massachusetts). For information about CBI or SPI courses, write to:

Training and Information Products Group
Digital Equipment Corporation
12A Esquire Road
North Billerica, MA 01862

For information about seminars, call the seminar registrar at (617) 276-4949 or write to:

Seminar Programs
Educational Services
Digital Equipment Corporation
12 Crosby Drive
Bedford, MA 01730

4.1 Technical and Management Seminars

Technical and Management Seminars are designed for data processing professionals and managers, as well as for nontechnical personnel. Seminars that enable students to understand data processing and that focus on the newest technologies can be delivered at your site, at a local DIGITAL Training Center, or in a hotel conference facility.

4.2 Instructor-Led Courses

Instructor-led courses provide classroom lectures combined with hands-on experience in system or application software at one of DIGITAL's Training Centers or onsite at your facility. Students benefit from the expertise and personal attention of an expert instructor, as well as from classroom interaction with other course participants.

4.3 Self-Paced Instruction (SPI)

Self-paced instruction provides self-contained modular instructional units, exercises, and texts, enabling students to select specific topics necessary for their job requirements. SPI course content is often comparable to the content of DIGITAL's instructor-led courses. With SPI, however, you can learn at your own site, at your own pace.

4.4 Computer-Based Instruction (CBI)

Computer-based instruction provides a series of "packaged courses" that allows training to be presented on-line, combining study from text or workbook and interactive dialog with the student's computer. Students can learn at their own pace, scheduling CBI instruction around work needs, and can conveniently access these courses, which are provided on magnetic tape or on diskette.

4.5 Interactive Video Information System (IVIS)

Interactive Video Information System (IVIS) is a powerful, integrated hardware and software training tool. DIGITAL's IVIS combines the computing power of the Professional 300 Series computer with high-resolution video, dual-channel audio, sophisticated graphics, and text resulting in a versatile, dynamic learning workstation.

4.6 DIGITAL Press

DIGITAL Press publishes books for use by today's computer community, including engineers, computer professionals, and first-time computer users. Written by authorities and practitioners in the computer field, these publications address the interests of computer designers, system managers and users, as well as the academic needs of students and instructors. DIGITAL Press develops books in computer technology, computer management and business applications, general applications, the history of computing, subjects for first-time computer users, and books with specific reference to DIGITAL products.

4.7 Onsite Training

Seminars and instructor-led courses can be delivered at customer sites, particularly for customers with large-scale and multiuser training needs. Onsite instruction provides the added benefit of allowing users to learn one subject or more, together with their colleagues, on their own system.

READER'S COMMENTS

Note: This form is for document comments only. DIGITAL will use comments submitted on this form at the company's discretion.

Did you find this manual understandable, usable, and well organized? Please make suggestions for improvement.

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